

Drawing 1 of 24

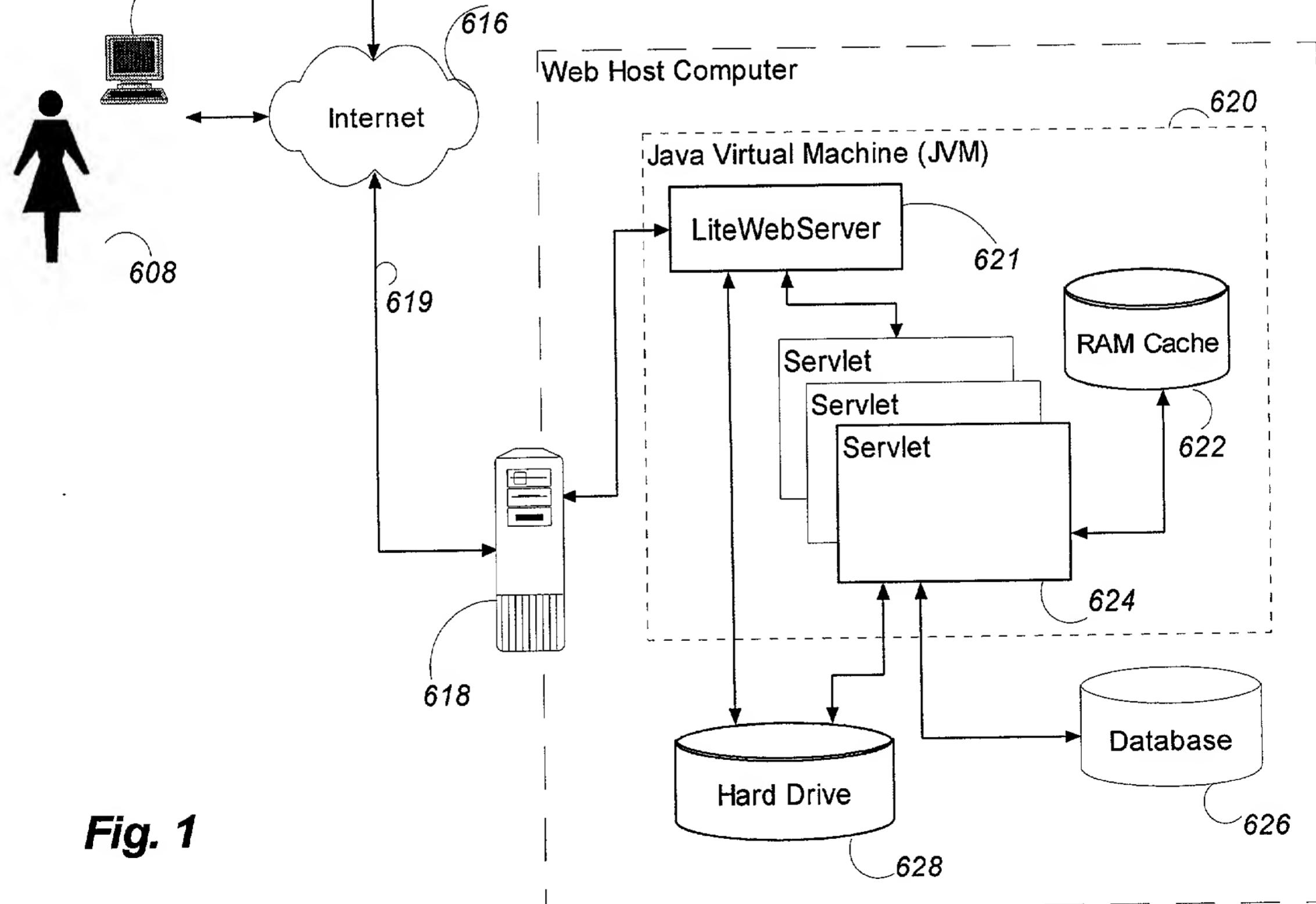
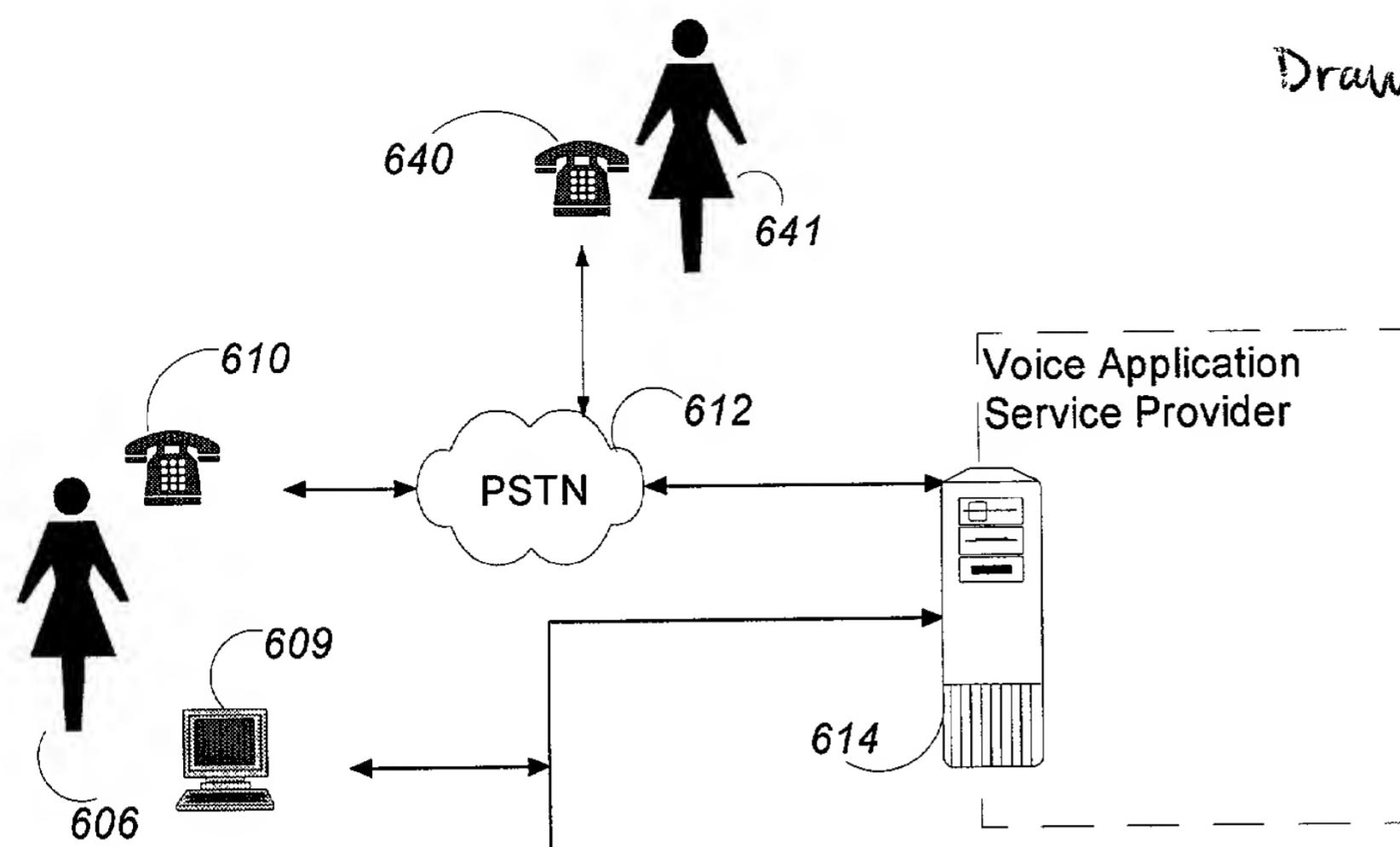


Fig. 1

NURSE-ASSISTED TELEPHONE TRIAGE (NATT) PROGRAM

Drawing 2 of 24

Top Level Flow Diagram for Nurse-Assisted Telephone Triage Program

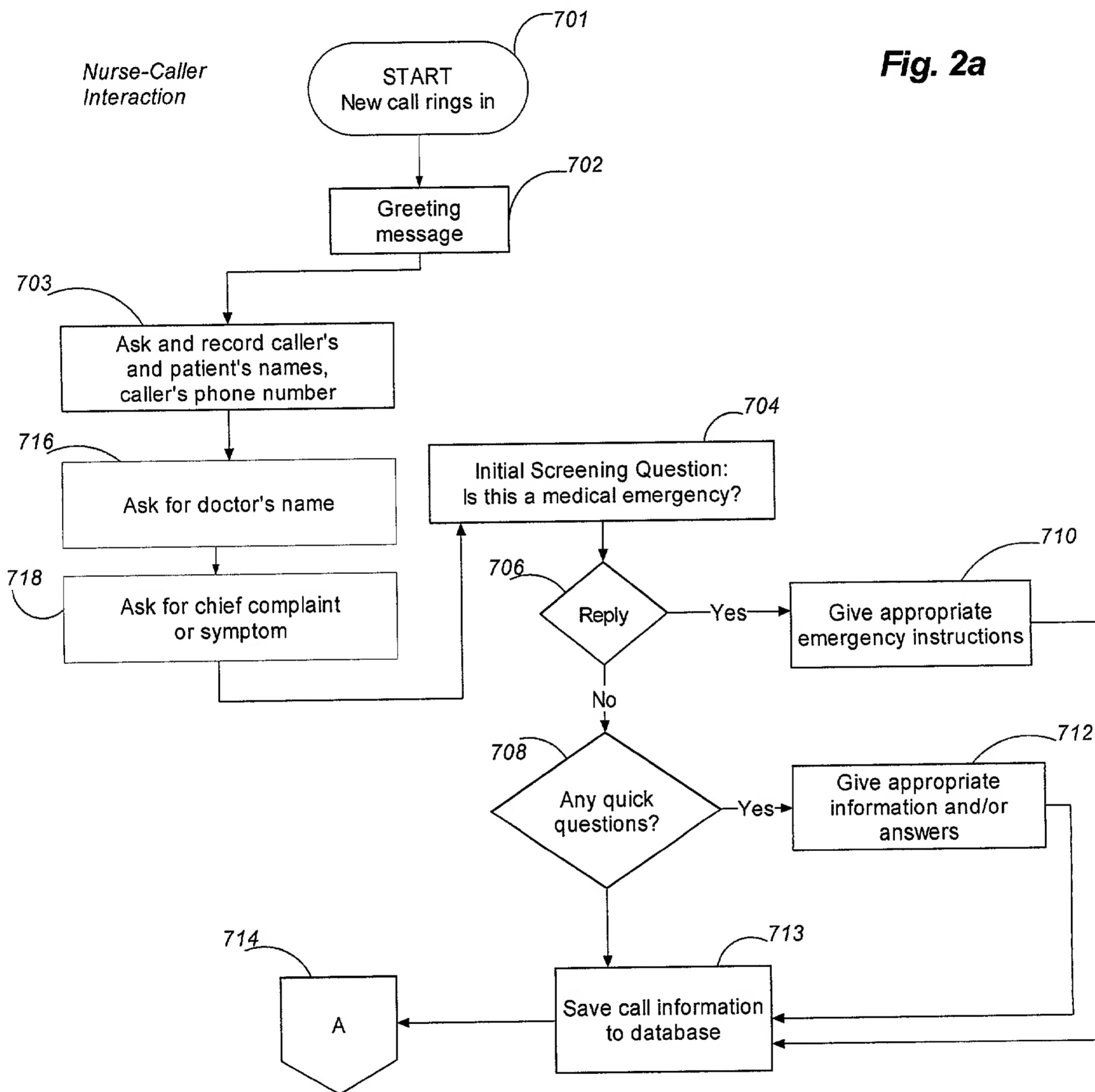


Fig. 2b

Drawing 3 of 24

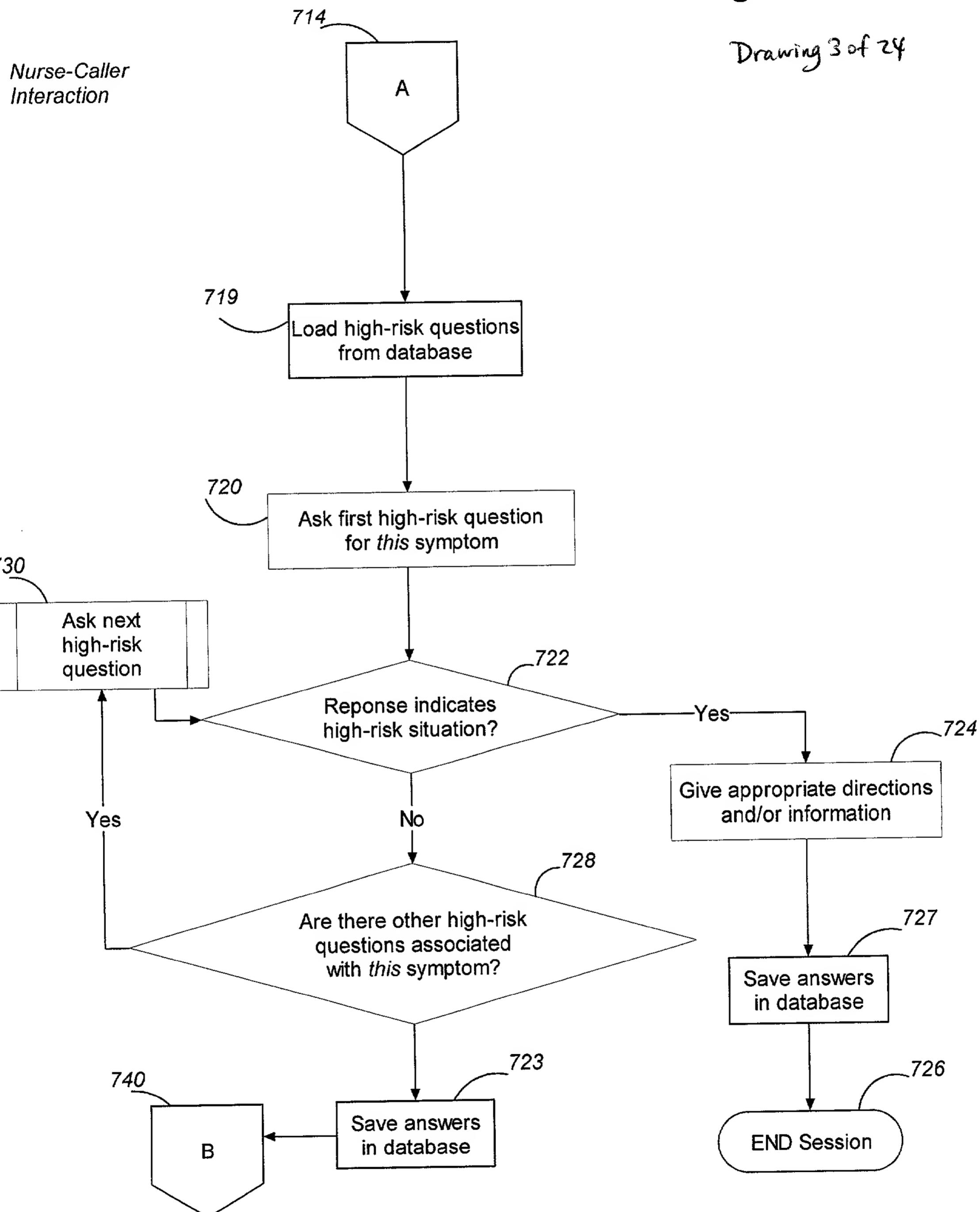
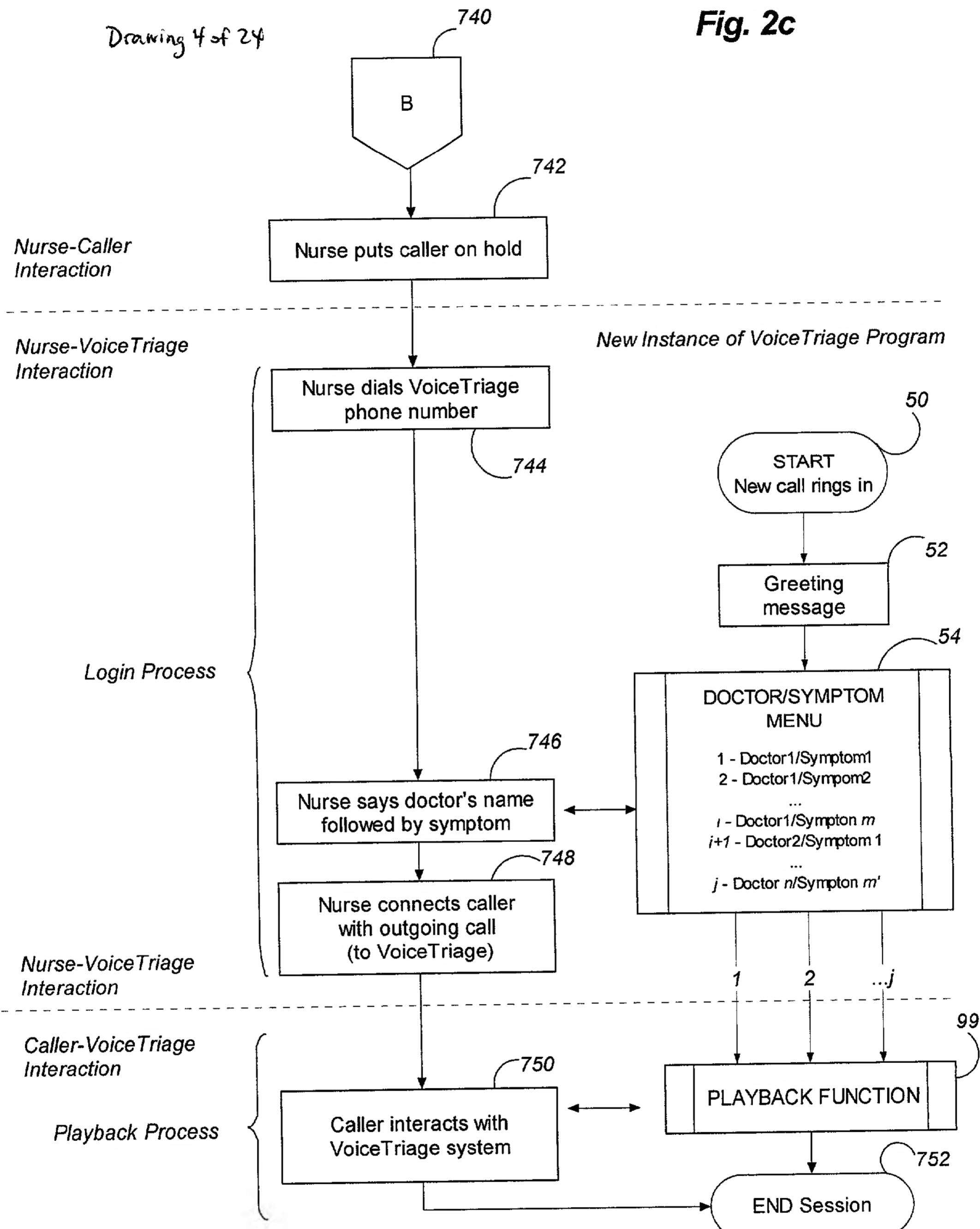


Fig. 2c



FULLY AUTOMATED TELEPHONE TRIAGE (FATT) PROGRAM

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Top Level Flow Diagram for Fully Automated Telephone Triage Program

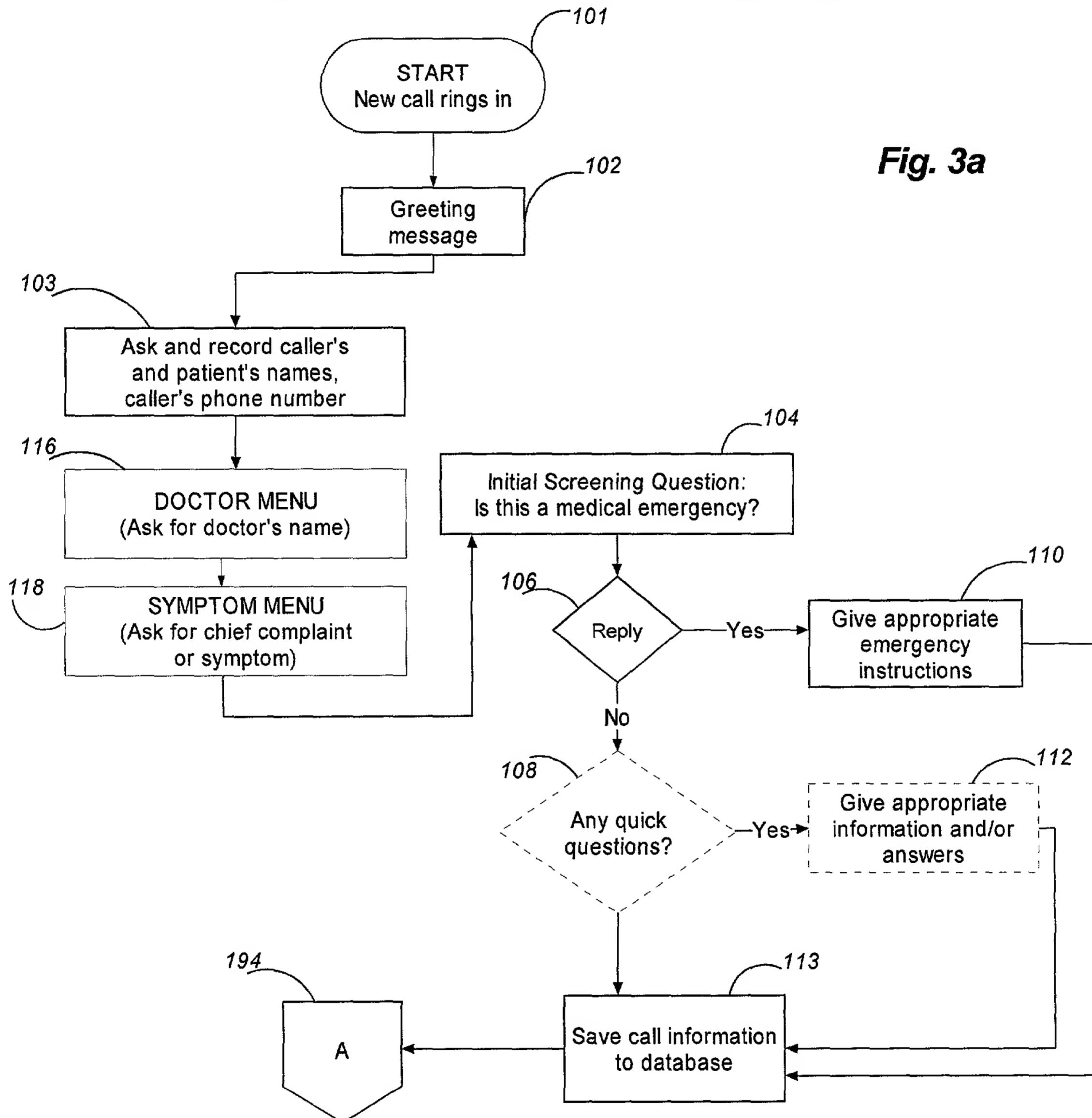
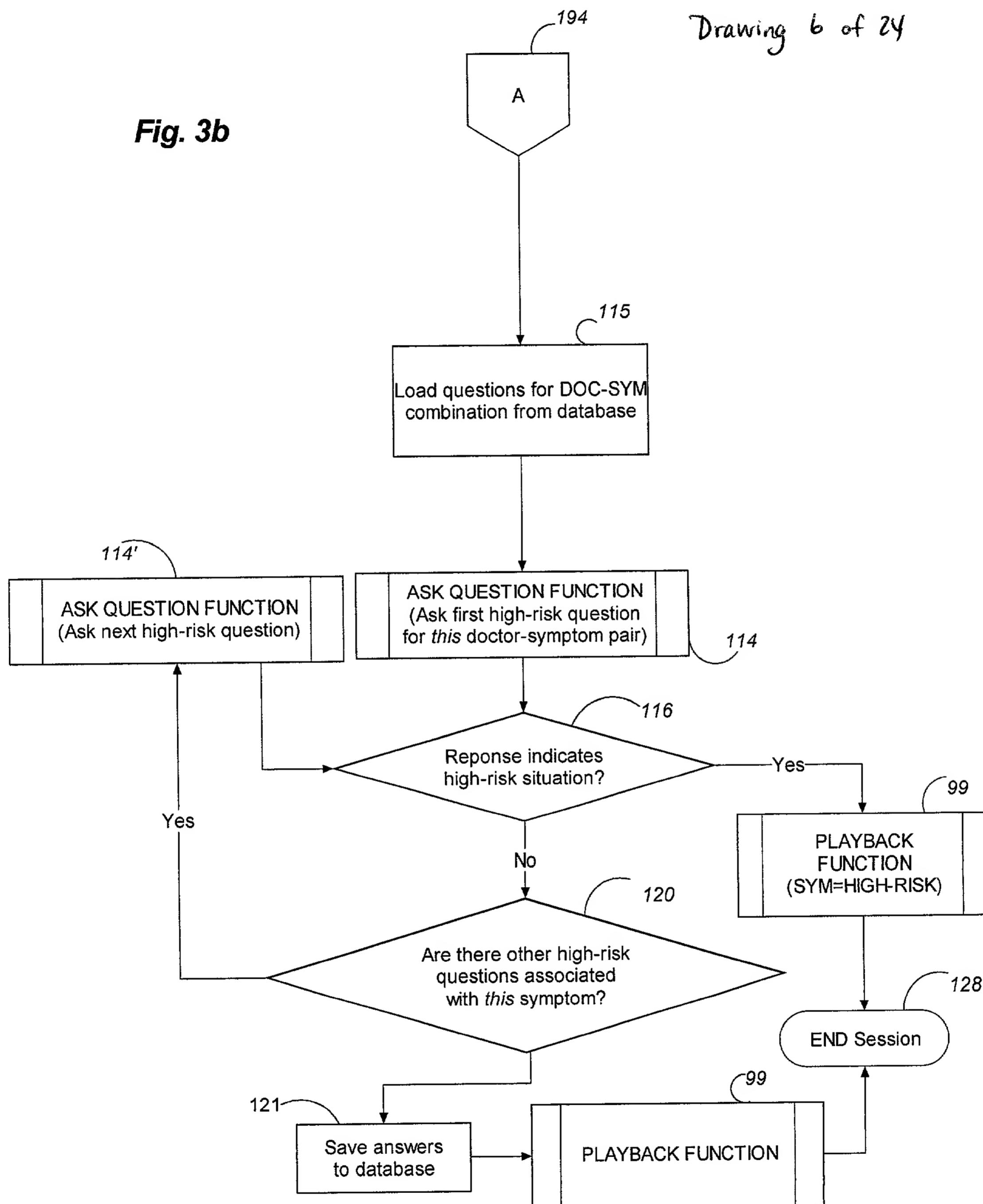


Fig. 3a

Drawing 6 of 24

Fig. 3b



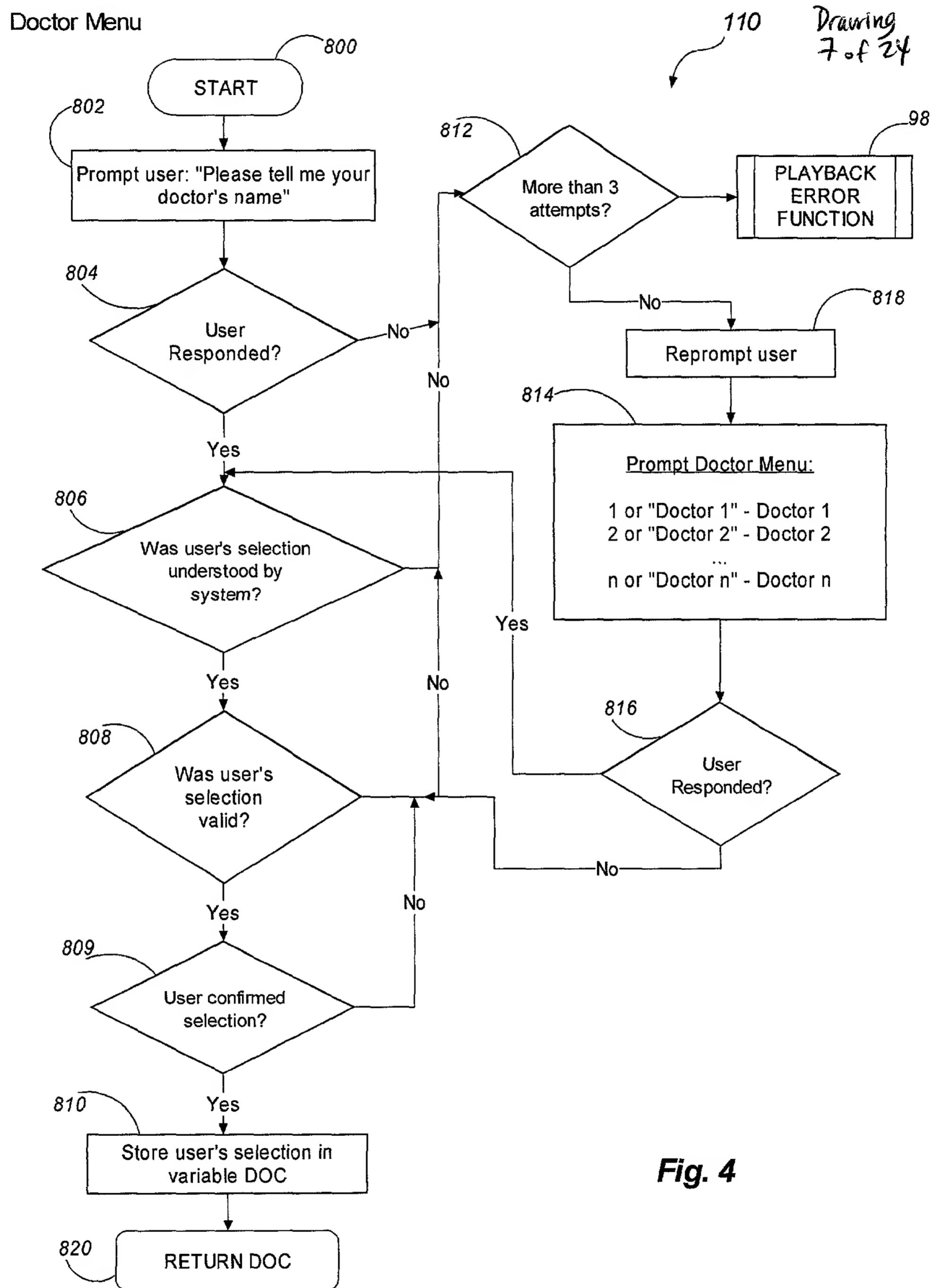


Fig. 4

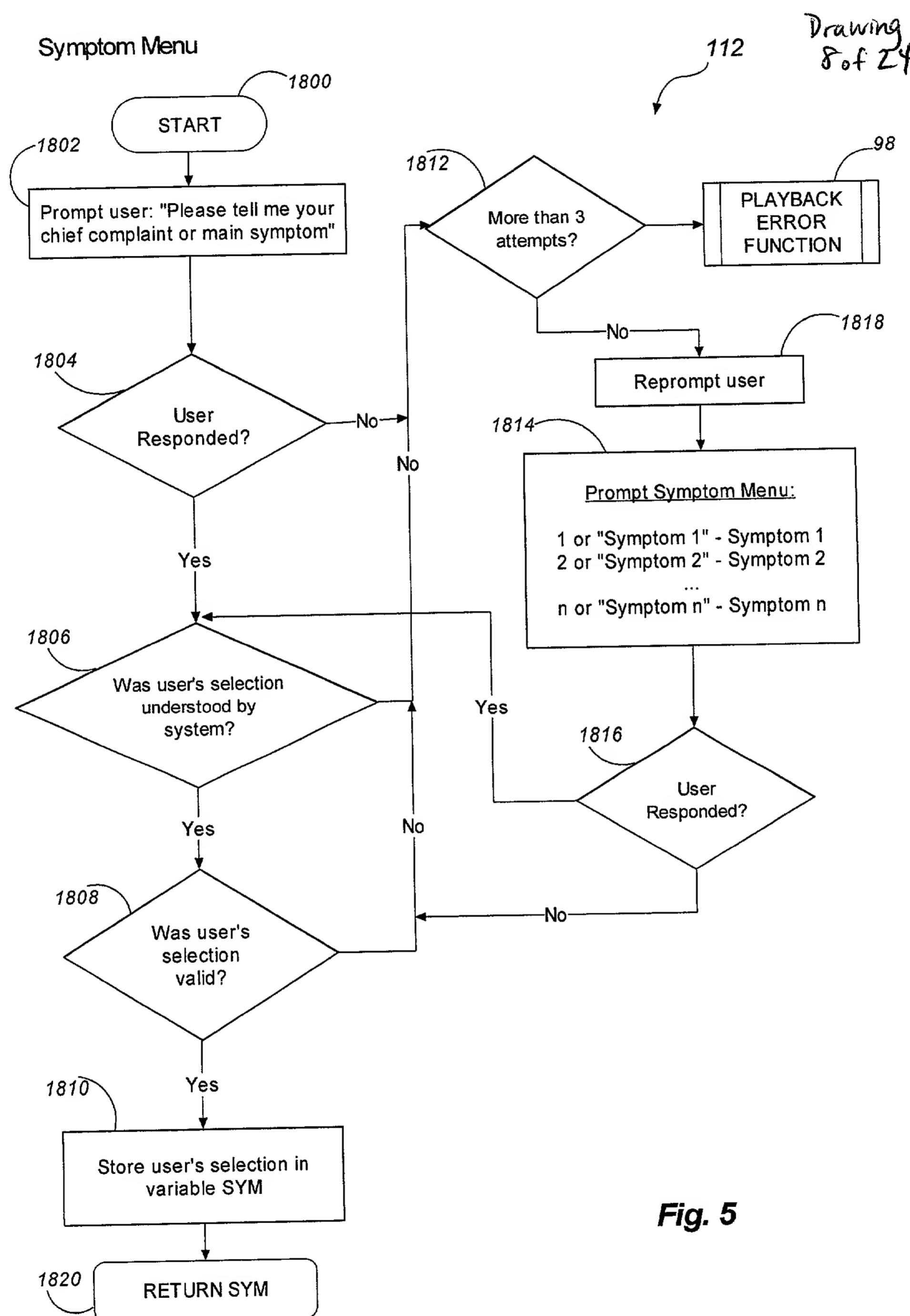
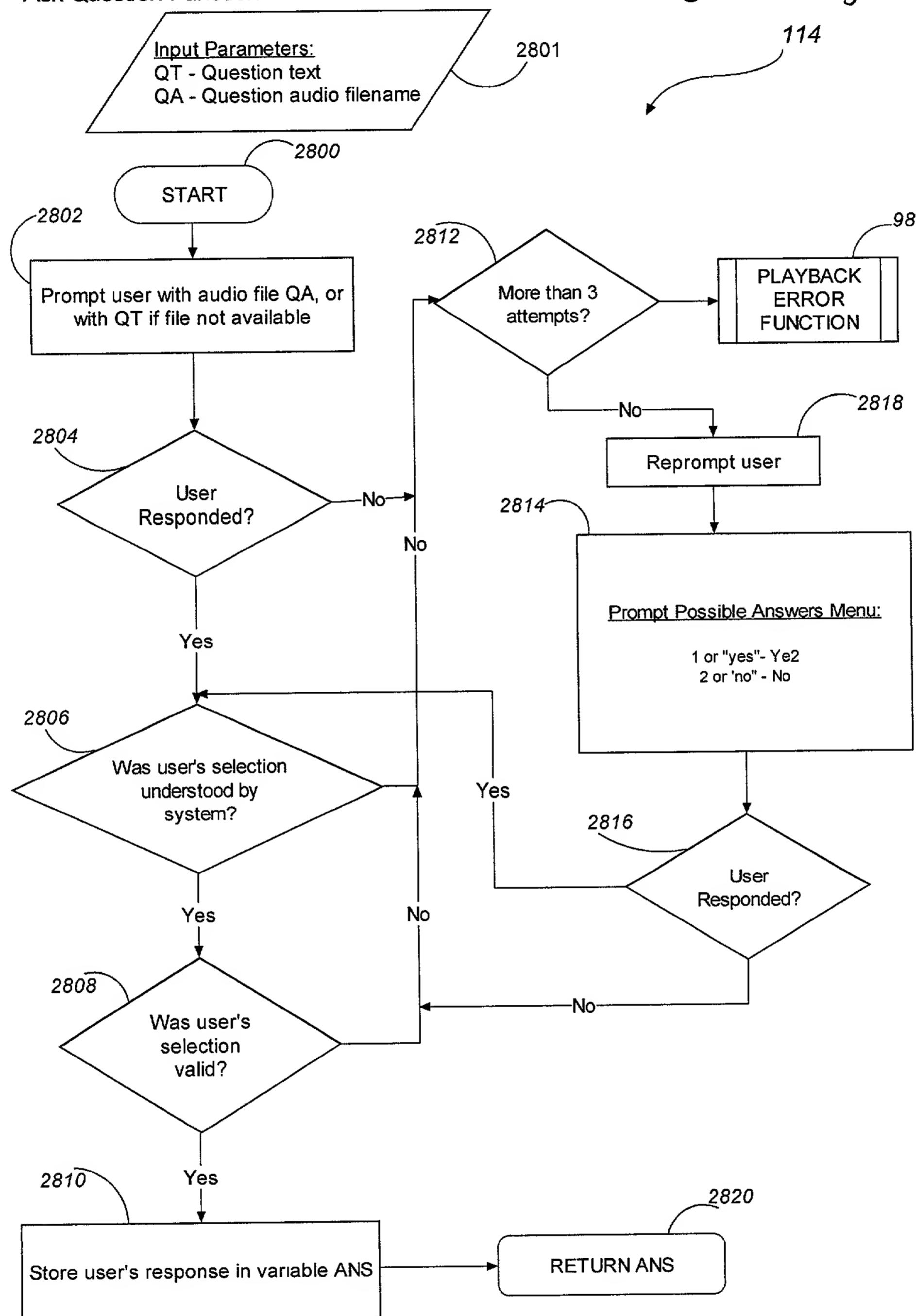


Fig. 5

Fig. 6 Drawing 9 of 24

Ask Question Function



Doctor/Symptom Menu

Drawing 10 of 24

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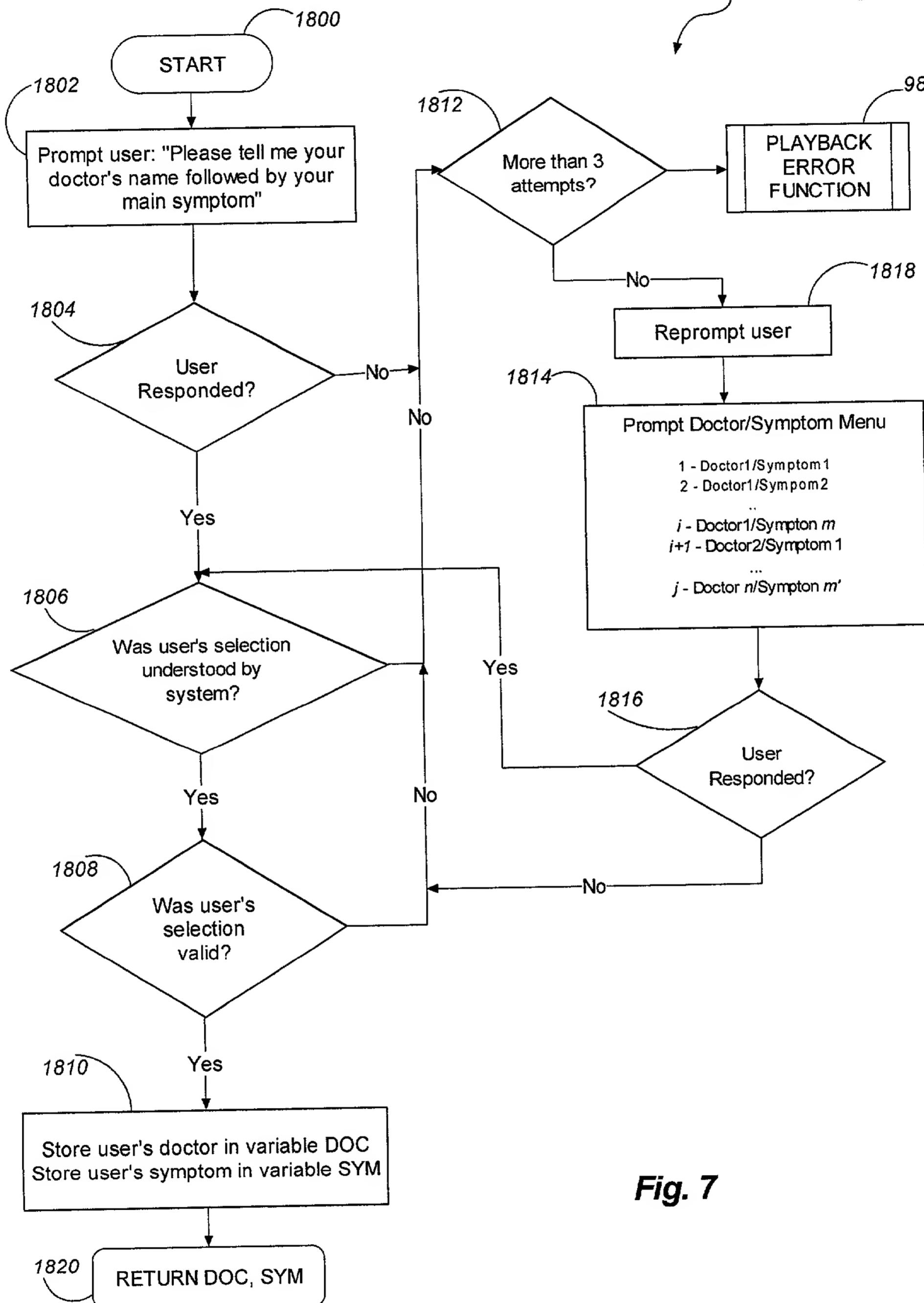


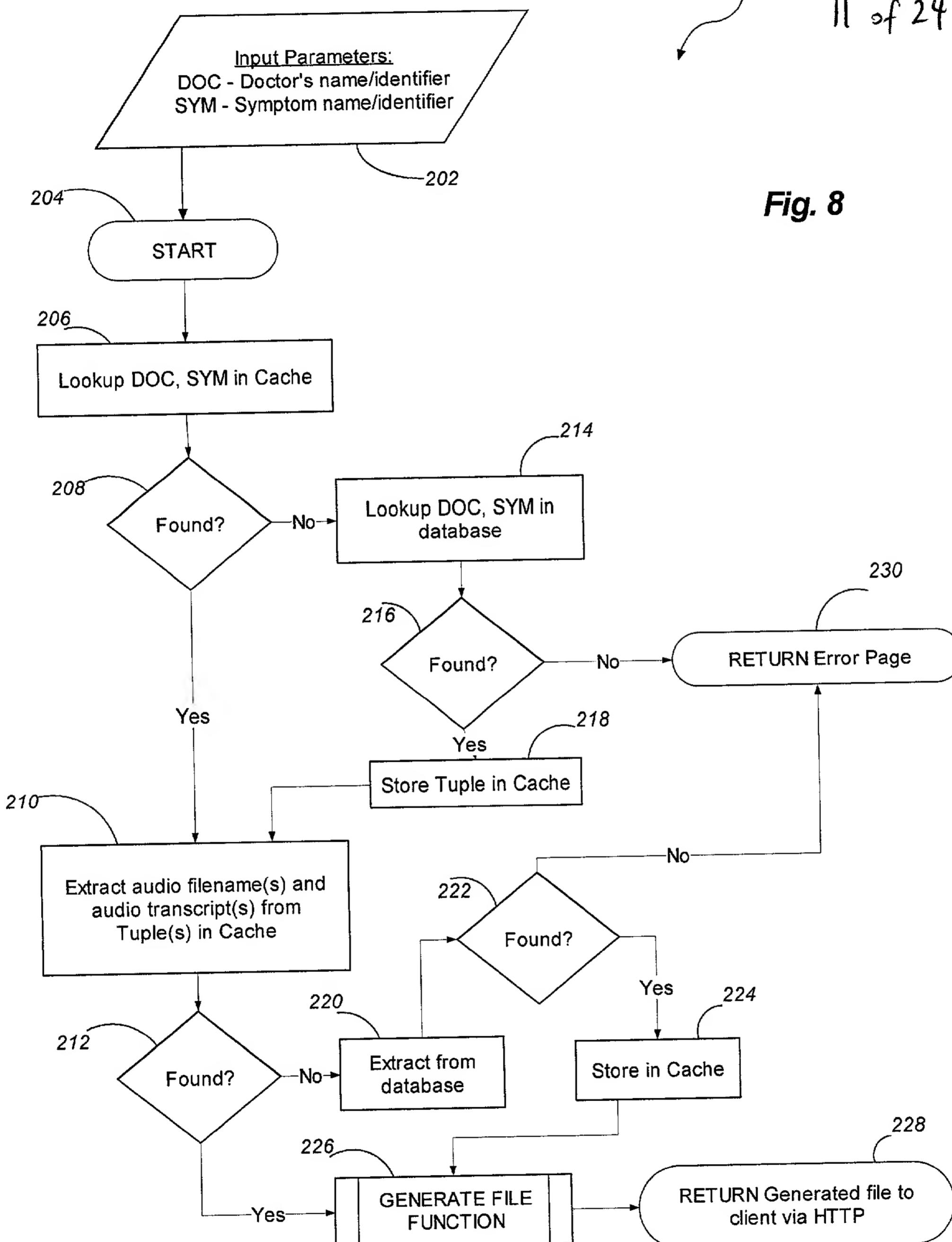
Fig. 7

Playback Function

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Fig. 8



Generate File Function

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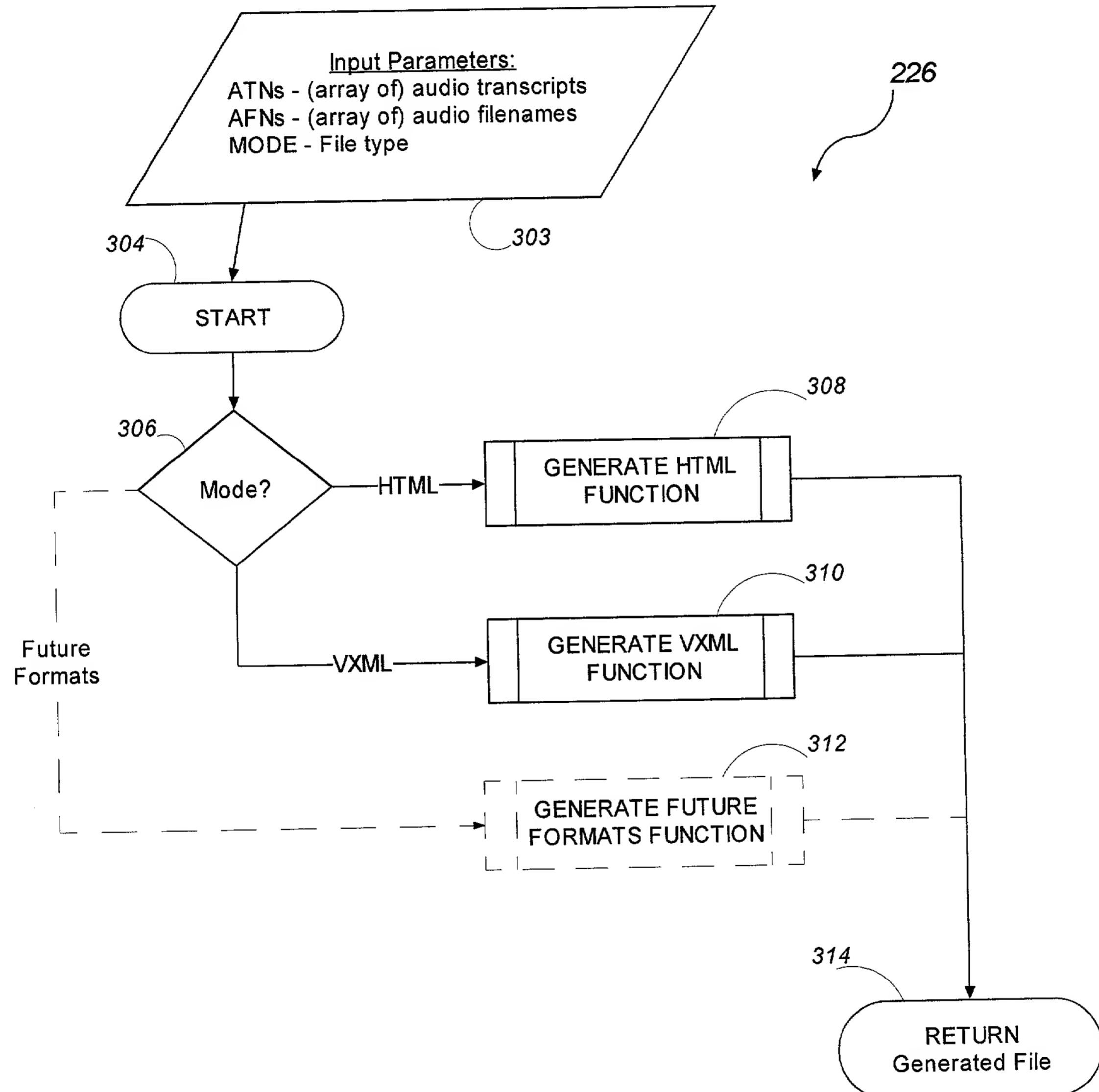


Fig. 9

Generate VXML Function

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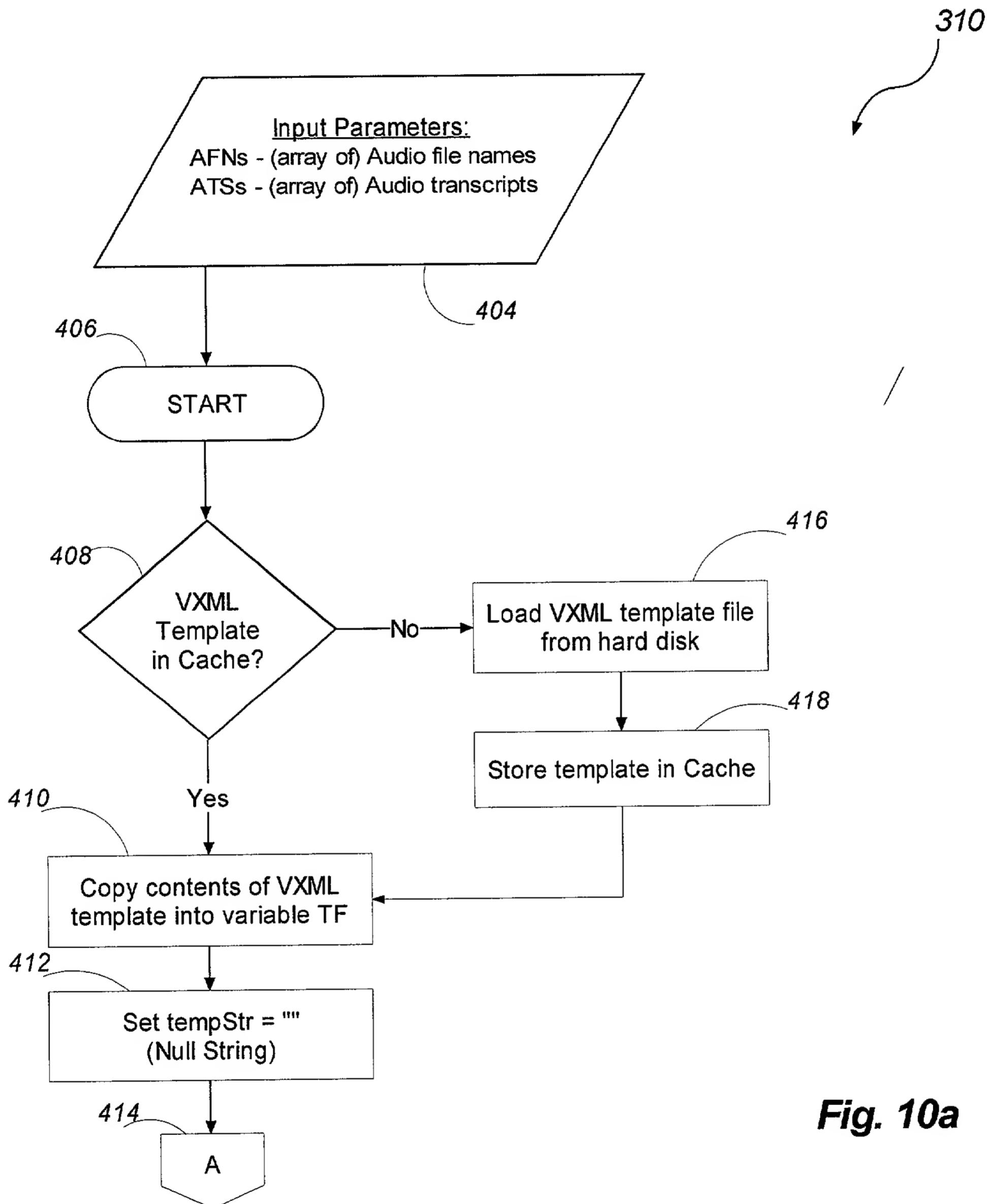
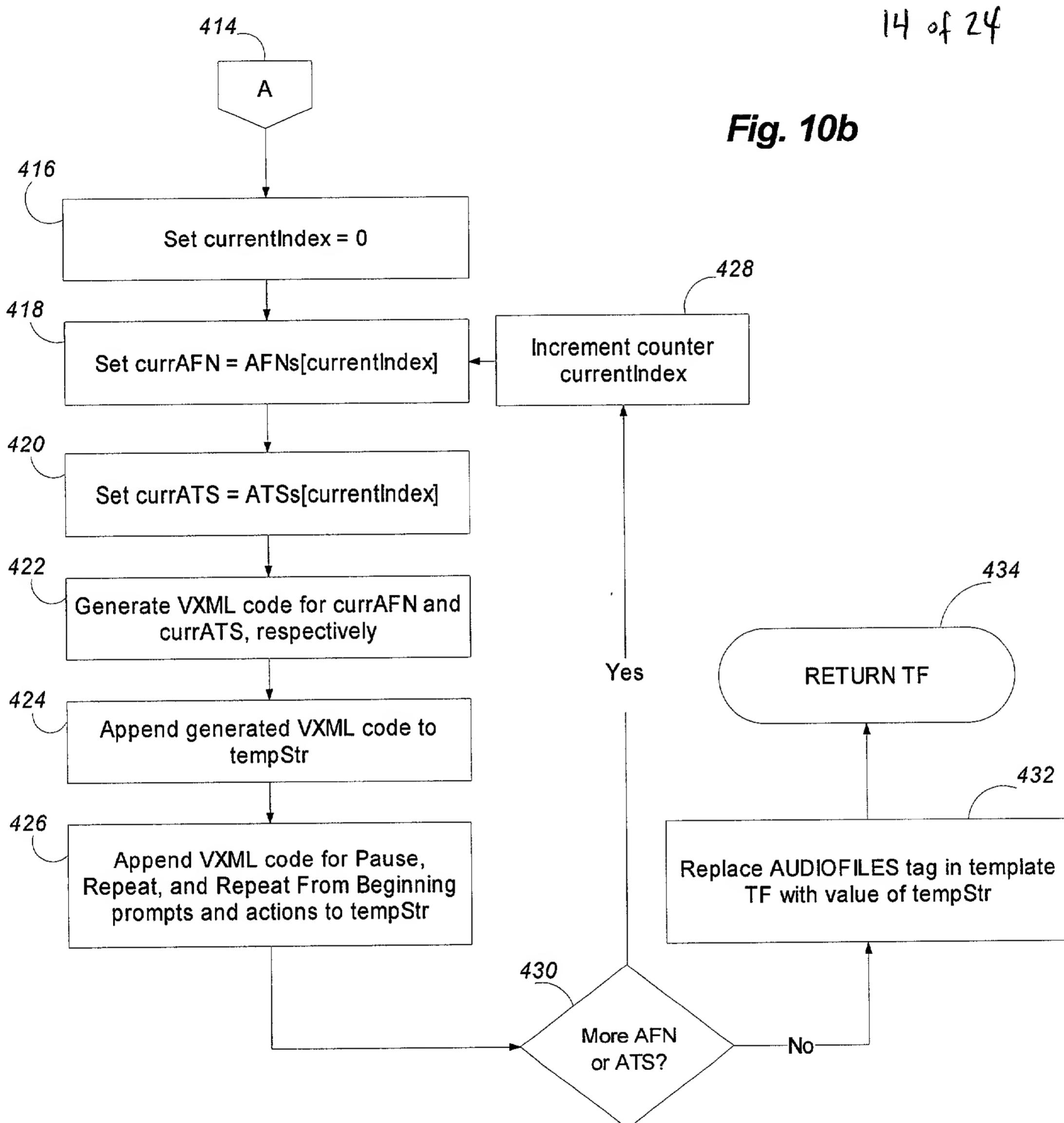


Fig. 10a

Fig. 10b

Generate HTML Function

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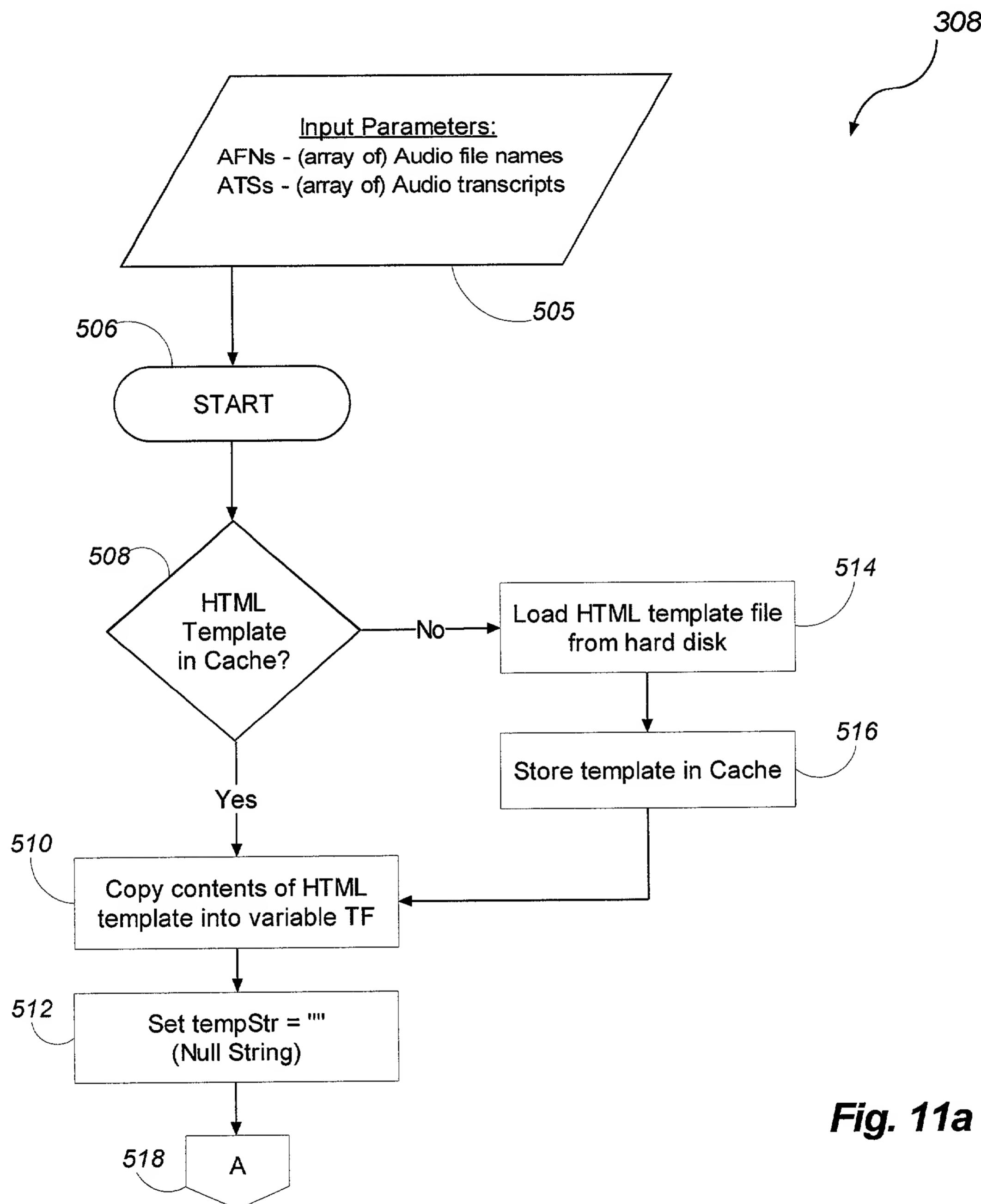
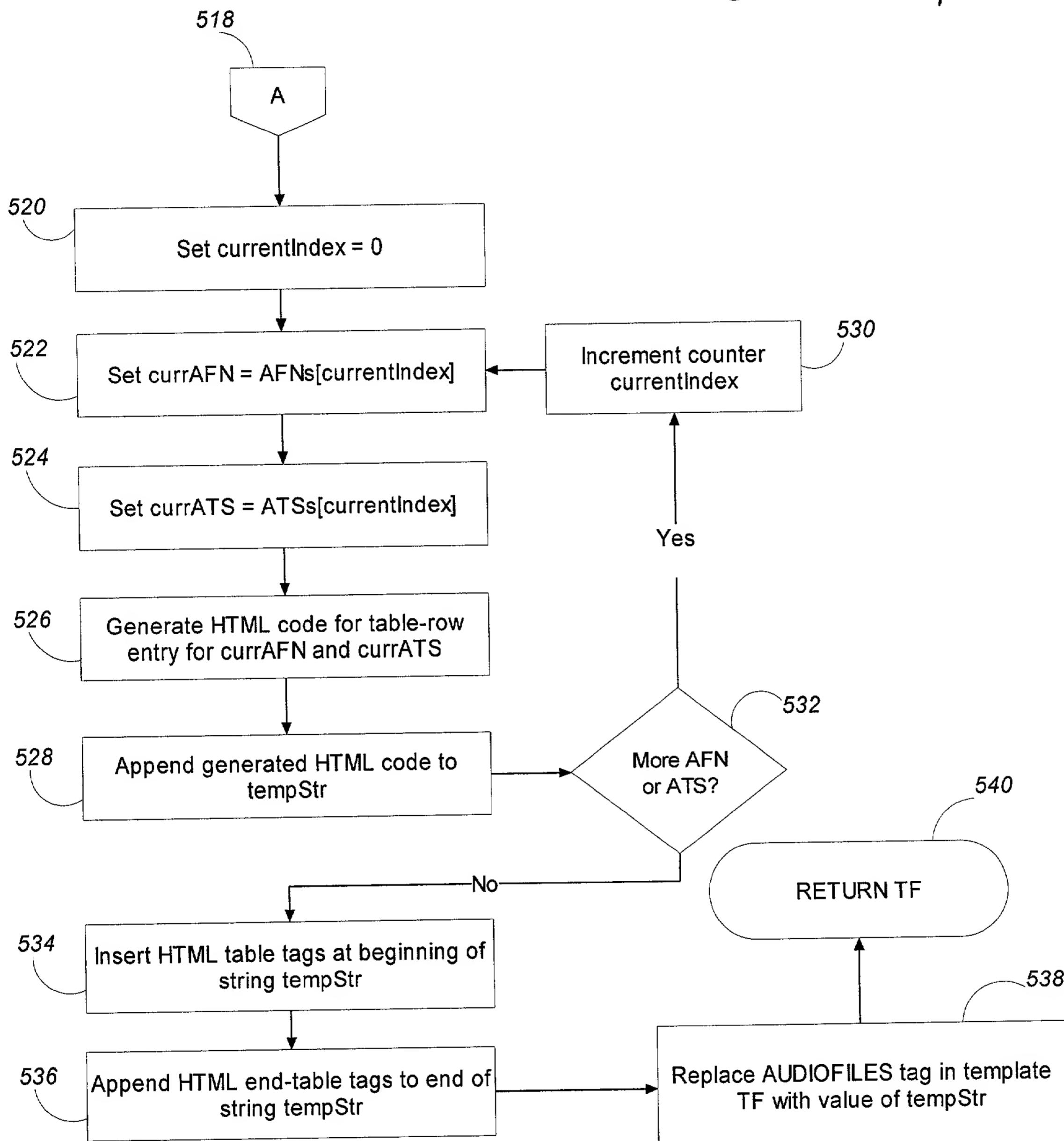


Fig. 11a

Fig. 11b 16 of 24



Error Checking Process

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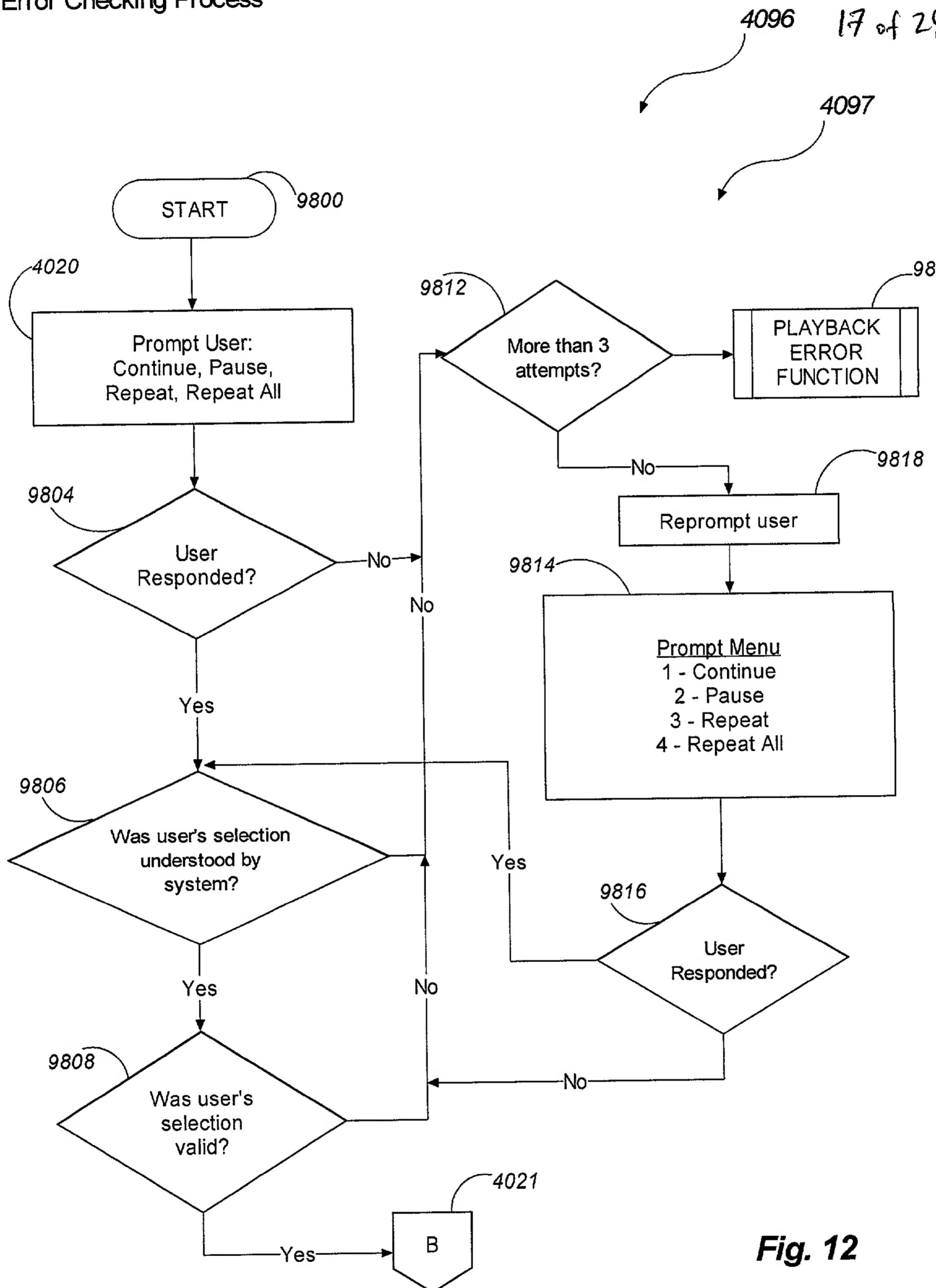


Fig. 12

Sample VXML File

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Fig. 13

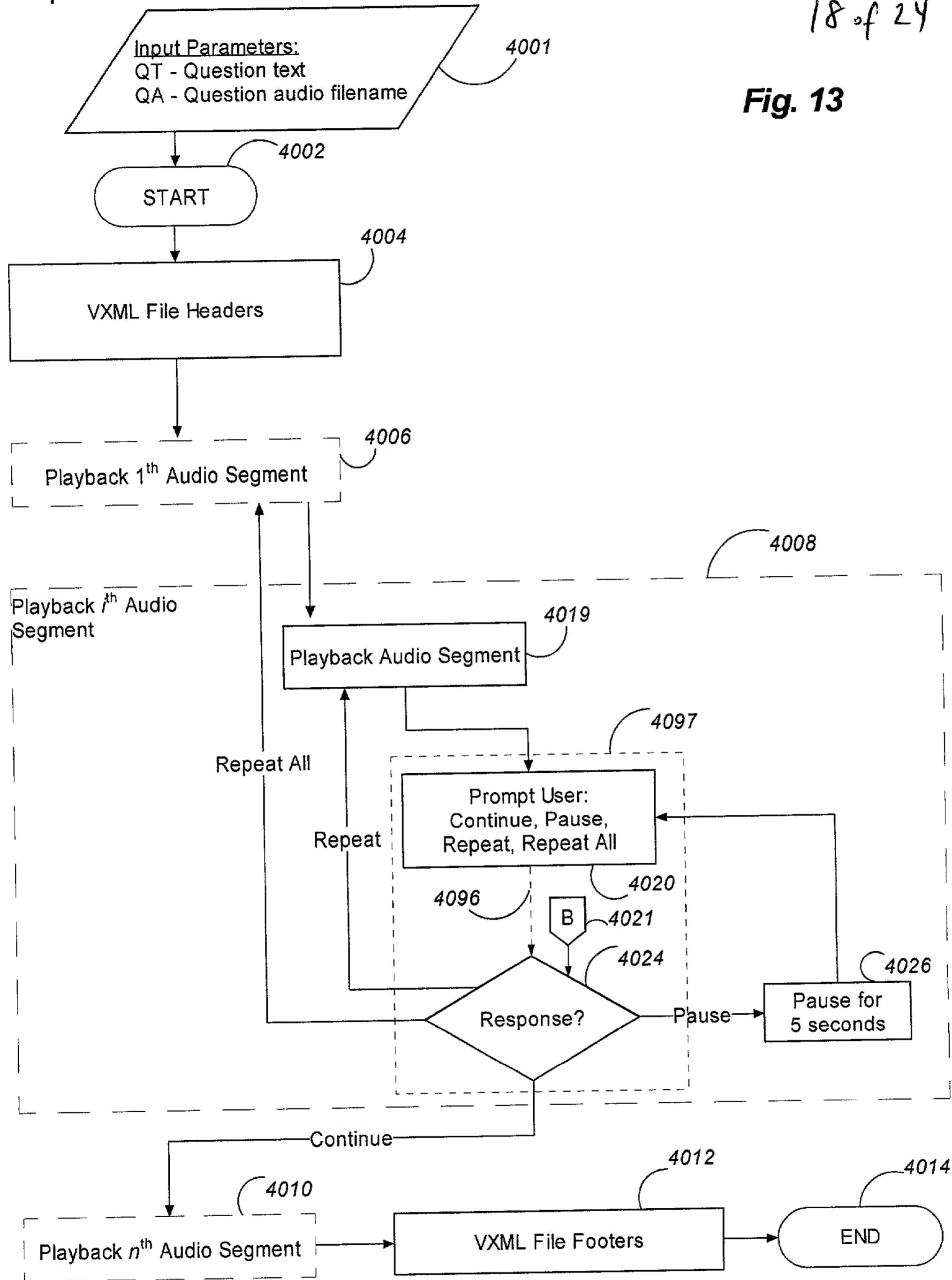


Fig. 14 VoiceTriage program -- Database schema

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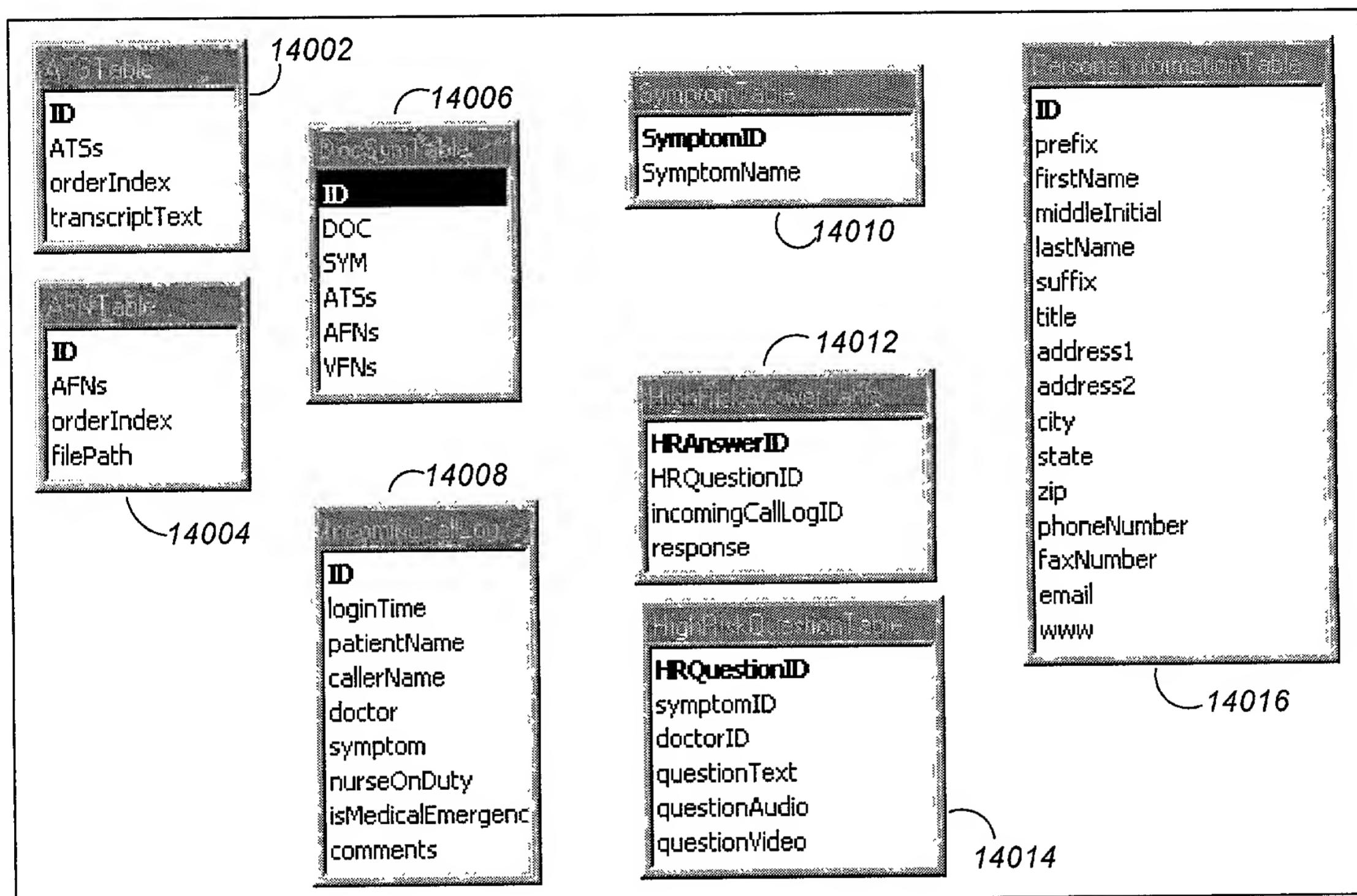


Fig. 15a VoiceTriage program -- Nurses's log-in window

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VoiceTriage -- Login Window

Call Information

Patient's Name

Caller's Name (if different)

Caller's Phone Number

Doctor's Name Dr. Lugo

Chief Symptom Cough

Nurse on duty Rachel Smith, R.N.

Is medical emergency? Yes No

Comments & Advice Given

Fig. 15b VoiceTriage program -- High-risk questionnaire

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VoiceTriage -- High-Risk Questionnaire

Call Information

Patient's Name	John Smith
Caller's Name (if different)	
Caller's Phone Number	212-555-1234
Doctor's Name	Dr. Lugo
Chief Symptom	Cough
Nurse on duty	Rachel Smith, R.N.
Is medical emergency?	Not a medical emergency

Questions

Does patient have any difficulty breathing noted by fast or hard breathing? Yes No

Does patient look blue, gray, or very pale? Yes No

Is there a history of asthma? Yes No

Additional Comments & Advice Given

Submit and Save Information **Clear All Information**

Fig. 16a VoiceTriage program -- accessed by client machine viewed by "caller" with web browser, audio message provided

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VoiceTriage -- Doctor's Message

Call Information

Patient's Name John Smith

John Smith

Caller's Name (if different)

Caller's Phone Number

212-555-

Doctor's Name

Dr. Lugo

Chief Symptom

Cough

Nurse on duty

Rachel Smith, R.N.

Is medical emergency?

Not a medical emergency

Listen to Audio

Transcript of audio file:
Hello, this is dr. Lugo, I understand that you are calling because your child has a cough, congestion or stuffy nose. If your child has any of the following high risk symptoms please call the office at 305-596-1000.

high risk factors i recommend coming to the emergency room.
If your child has any difficulty breathing noted by fast breathing, hard
breathing with chest or stomach going in and out hard please come directly to
the hospital. If they look blue, gray or very pale ...

If none of the above exist please provide supportive home care and call the office in the morning. Home care I like to recommend is

saline nose drops 1-2 drops each nostril three times a day. Cool mist humidifier at night.

I understand the above information.

Genre

Fig. 16b VoiceTriage program -- accessed by client machine viewed by "caller" with web browser, video message provided

VoiceTriage -- Doctor's Message

Call Information

Patient's Name	John Smith
Caller's Name (if different)	
Caller's Phone Number	212-555-1234
Doctor's Name	Dr. Lugo
Chief Symptom	Cough
Nurse on duty	Rachel Smith, R.N.
Is medical emergency?	Not a medical emergency
View video below	Transcript

Video displayed here
with controls

Hello, this is dr. Lugo, I understand that you are calling because your child has a cough, congestion or stuffy nose. If your child has any of the following high risk factors i recommend coming to the emergency room. If your child has any difficulty breathing noted by fast breathing, hard breathing with chest or stomach going in and out hard please come directly to the hospital. If they look blue, gray or very pale ...

If none of the above exist please provide supportive home care and call the office in the morning. Home care i like to recommend is

saline nose drops 1-2 drops each nostril three times a day. Cool mist humidifier at night.

I understood the above information.

Cancel

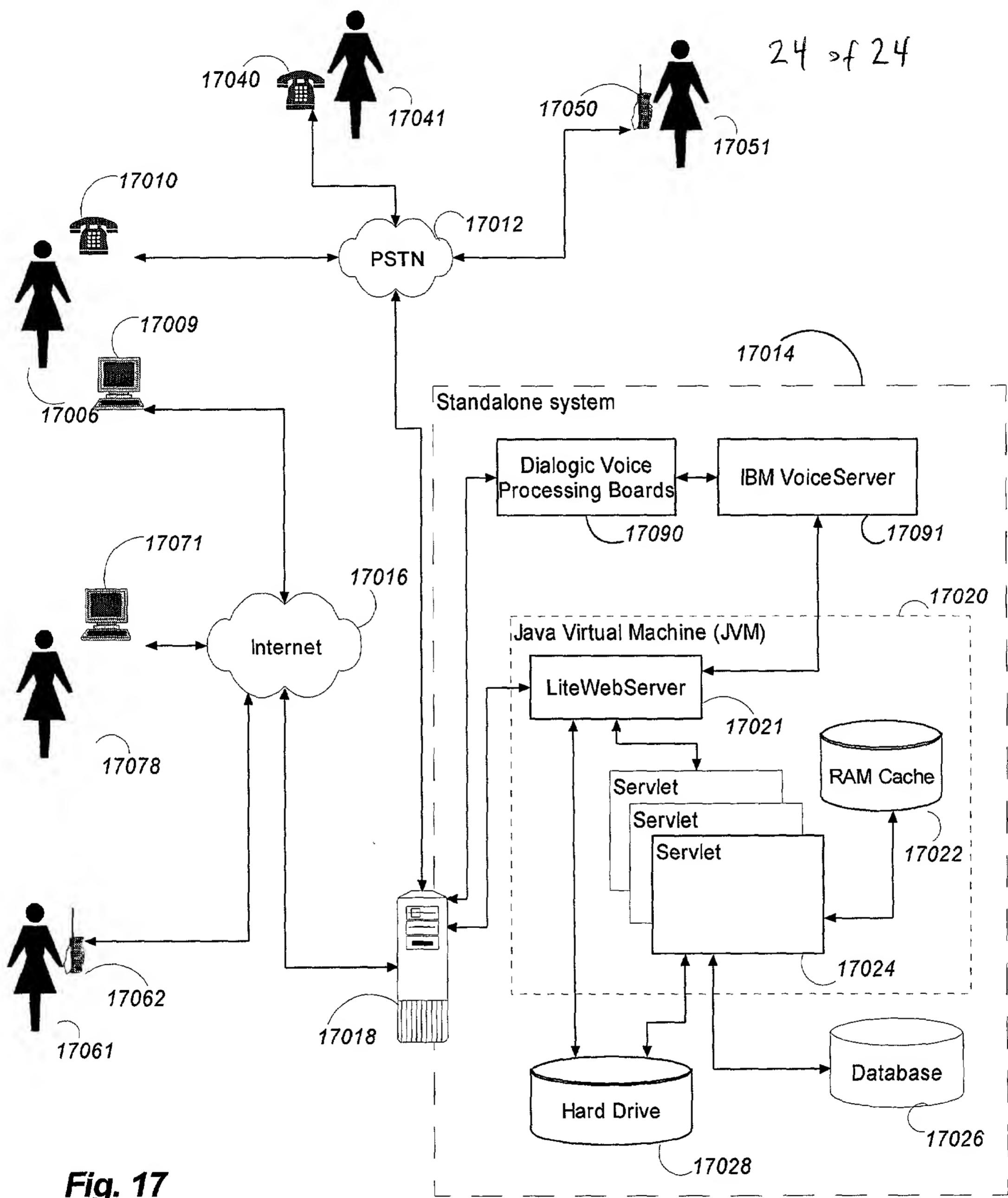


Fig. 17